



Clinton-Essex-Franklin Library System *Items Lost or Damaged in Circulation*

*Adopted by the Board of Trustees
January 26, 2015*

The Clinton-Essex-Franklin Library System maintains a collection of print and non-print media that is used by member libraries, correctional facilities and other agencies. As a public agency charged with fiscal responsibility of items purchased with public funds, it is necessary to require reimbursement for items lost or damaged beyond repair in circulation.

As January 26, 2015, the following policy will apply to items circulated by the Clinton-Essex-Franklin Library System.

1. Bills will be sent for CEFLS items lost in circulation at the following rates:
 - a). the purchase price of the item, if known
 - b). If the purchase price of the item is not known or shown on the item record, the following costs will apply:
 1. Hardcover books: \$30.00
 2. Paperback books: \$10.00
 3. DVDs (complete title): \$20.00
 4. Books on CD (complete title): \$40.00
 5. Individual missing or damaged disc: \$ 6.00 *if applicable and if single discs are available. If a single disc is not available and a complete title has to be ordered, we will charge the full title price as defined above.
 - c). A processing fee of \$10.00 for each item will be included in bills generated for lost or damaged items.
2. We assume that all borrowers will be full partners in the borrowing process. To facilitate that relationship, the schedule for generating overdue notices for materials circulated is:
 - 1st notice generated 14 days after the due date
 - Final notice generated 21 days after the due date
 - At 41 days after the due date, the item reverts to LOST and a bill will be generated.

Specifics: Upon receipt of the first overdue notice, the borrowing library is expected to:

- Check the library's shelves if the item is not checked out, or contact your patron if it is.
- Return the item to CEFLS on the next van delivery if it is available.

- Contact the library’s CEFLS consultant and report the item as lost, or notify us that the item has been previously returned.
 - Correctional facilities and Outreach collection borrowers will contact the designated Outreach Department staff member.
3. **Borrowing Limits:** When an item cannot be found at CEFLS and borrowing library staff believes it has been returned, borrowing libraries will be granted a “claims return” status four times per calendar year. When a library exceeds these “claims returned” limits, bills will be sent for all lost items.
4. If the balance due on the borrowing library’s account reaches \$150.00, the CEFLS consultant or Outreach Department staff member in the case of Outreach and correctional borrowers, will consult with the member library director or site manager to discuss resolution of the matter. If, after 60 days no progress is made towards resolution or payment is not received, a letter will be sent by the CEFLS Director to the member library’s board in an effort to reach a compromise. In order to avoid this situation, borrowers should regard receipt of a first overdue notice as the start of a conversation, with action required on their part.